2020 Census Nonresponse Followup Readiness

Operational Delivery 10.0

Date: 07/31/2020

Presented by

Team of Four: Dominic Beamer, Amy Fischer, Mariam Elisashvili

SMEs: Letitia Jones, Tammy Adams, Donna Scheleur

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Agenda

- Milestone Schedule
- Soft Launch Overview
  - Expected Workload
  - Schedule
  - Summary
  - Staffing
- Production System Update

Status Legend

Complete	On Track	Management Focus	Requires Attention

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Milestone Schedule

As of: 07/31/2020

Activity	Date
Soft Launch	
Cycle 1A Enumeration Start	07/16/20A
Cycle 1B Enumeration Start	07/23/20A
Cycle 2 Enumeration Start	07/30/20
Full Launch	
CFS Training	07/14/20A – 07/22/20A
Enumerator Training	07/31/20 – 08/12/20
SMaRCS Training (RCC & Clerk) 5 Waves | RCC attends first wave	06/22/20A – 08/28/20
NRFU Begins	08/11/20
NRFU RI Begins	08/12/20
NRFU Production Ends	10/24/20
NRFU Re-interview Ends	10/31/20

NRFU Countdown
11 days to NRFU start (08/11)
92 days to NRFU end (10/31)

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Periodic Performance Management Reports

2020 Census: Nonresponse Followup Progress and Cost – Soft Launch*

Data as of: 07/30/2020
Source: Unified Tracking System
*Data are aggregated for all ACOs currently in the soft launch to date regardless of cycle.

Status:
On Track

Data current as of:
July 30, 2020

Start Date:
July 16, 2020

Completion Date:
October 31, 2020

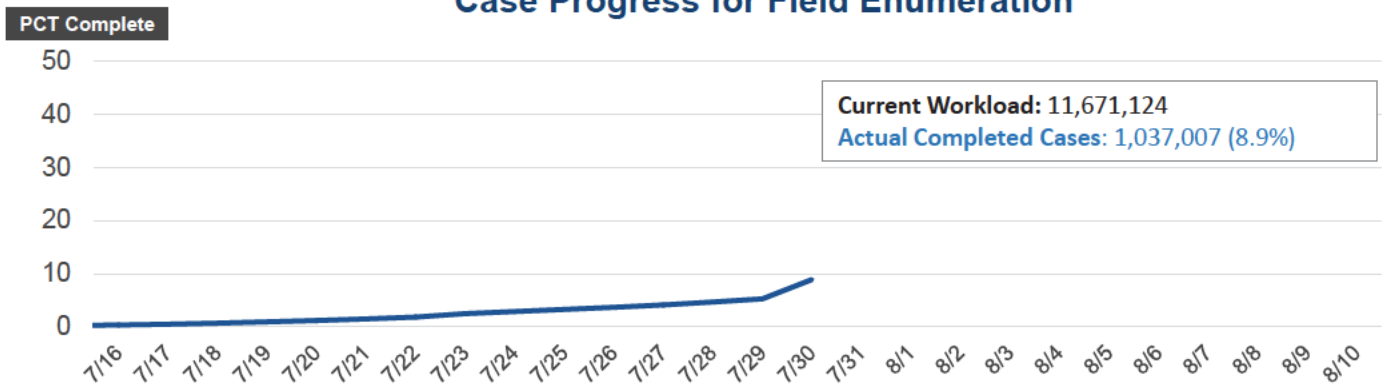
Notes:
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

Soft Launch Cycles included: 1A, 1B, & 2

Cases Completed by Self-Response:
423,220 (40.8% of completed cases)

Remaining Workload:
10,634,117 cases

Case Progress for Field Enumeration



Actual Total Cost

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NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 1A*

Data as of: Multiple, see footnotes
Source: Multiple, see footnotes
*Data are shown for ACOs in Cycle 1A of the soft launch.

Case Completion by ACO

ACO #	ACO Name	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
2262	Gardiner, ME	390,259	52,812	13.53%	3.22%	3.28%	0.21%	79,000	20.24%
2390	Beckley, WV	487,566	87,046	17.85%	3.67%	2.57%	0.32%	119,017	24.41%
2581	Kansas City, MO	424,299	72,054	16.98%	3.67%	4.30%	0.48%	107,880	25.43%
2990	New Orleans, LA	179,437	32,088	17.88%	3.36%	4.13%	0.53%	46,467	25.90%
3167	Oklahoma County, OK	265,044	34,004	12.83%	3.61%	3.21%	0.35%	53,007	20.00%
3256	Boise, ID	300,040	73,749	24.58%	4.65%	5.40%	0.42%	105,179	35.05%
Total Cycle 1A		2,046,645	351,753	17.19%	3.69%	3.70%	0.37%	510,550	24.95%

Data Source: Unified Tracking System - Executive Overview Report. Data as of 11:59PM yesterday.
Includes progress for all case types. Case completion includes cases closed by self-response, field work, or ACO closure. These are cases for which further field contact will not occur.

NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout
Number of CFS Areas	436	1[a]	1[b]
Percent	100%	0%	0%

Data Source – MOJO NRFU HQ Production Progress Report. Data as of this morning
[a]Nine CFS areas are eligible for Phase 2. Seven of them are in Boise, ID, one in Kansas City, MO, and one in New Orleans
[b]One CFS area in Kansas City, MO is eligible for the Closeout Phase.

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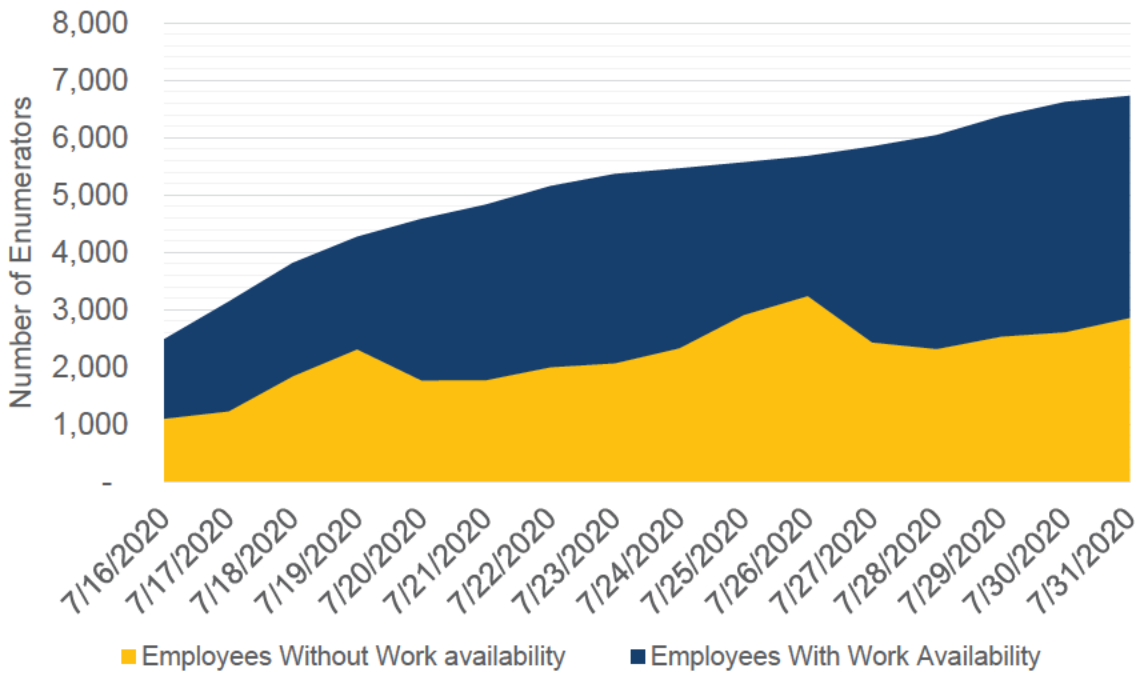
NRFU Progress Management

Enumerator Availability – Soft Launch Cycle 1A*

Data as of: 07/30/2020
Source: MOJO Hermes
*Data are aggregated for ACOs in Cycle 1A of the soft launch.

Active Enumerator and Work Availability



Production Staff Details

Component	Number
Active Employees*	6,729
Employees with Availability	3,873
Employees with an Assignment	3,705

*Active employees includes enumerators that are active in FOCS.

Data source – MOJO Hermes HQ Production Progress Report

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Periodic Performance Management Reports

Enumerator Productivity – Soft Launch Cycle 1A*

Data as of: 07/30/2020
Source: MOJO
*Data are aggregated for ACOs in Cycle 1A of the soft launch.

Status:
On Track

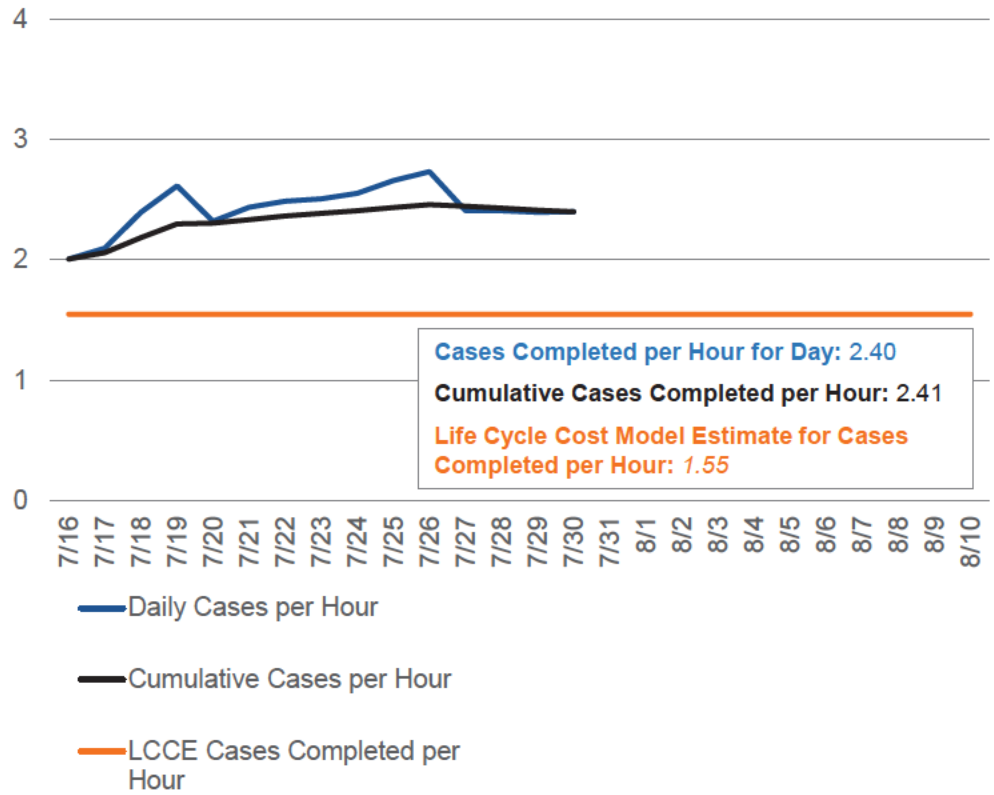
Data current as of:
July 29, 2020

Start Date:
July 16, 2020

Completion Date:
October 31, 2020

Notes:
Cases completed per hour include cases that were resolved by enumeration, administrative records, or self-response.

Productivity (Cases per Hour) for the NRFU Operation by Day



ACO #	ACO Name	Cumulative Cases Completed Per Hour
2262	Gardiner, ME	2.45
2390	Beckley, WV	2.19
2581	Kansas City, MO	2.87
2990	New Orleans, LA	2.43
3167	Oklahoma County, OK	2.39
3256	Boise, ID	2.23
	Cycle 1A	2.40

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NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 1B*

Data as of: Multiple, see footnotes
Source: Multiple, see footnotes
*Data are shown for ACOs in Cycle 1B of the soft launch.

Case Completion by ACO

ACO #	ACO Name	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
2254	Hartford, CT	221,464	18,569	8.38%	5.17%	3.64%	0.50%	39,193	17.70%
2379	State College, PA	331,652	17,144	5.17%	3.04%	1.10%	0.16%	31,416	9.47%
2384	Crystal City, VA	117,740	11,057	9.39%	5.07%	4.65%	0.71%	23,340	19.82%
2569	Evansville, IN	248,083	8,095	3.26%	3.33%	0.86%	0.28%	19,194	7.74%
3159	Wichita, KS	302,442	21,171	7.00%	3.10%	1.36%	0.34%	35,693	11.80%
3297	Tacoma, WA	170,215	9,265	5.44%	4.32%	1.73%	0.52%	20,436	12.01%
Total Cycle 1B		1,391,596	85,301	6.13%	3.77%	1.90%	0.37%	169,272	12.16%

Data Source: Unified Tracking System - Executive Overview Report. Data as of 11:59PM yesterday.
Includes progress for all case types. Case completion includes cases closed by self-response, field work, or ACO closure. These are cases for which further field contact will not occur.

NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout
Number of CFS Areas	321	0	0
Percent	100%	0%	0%

Data Source – MOJO NRFU HQ Production Progress Report. Data as of this morning

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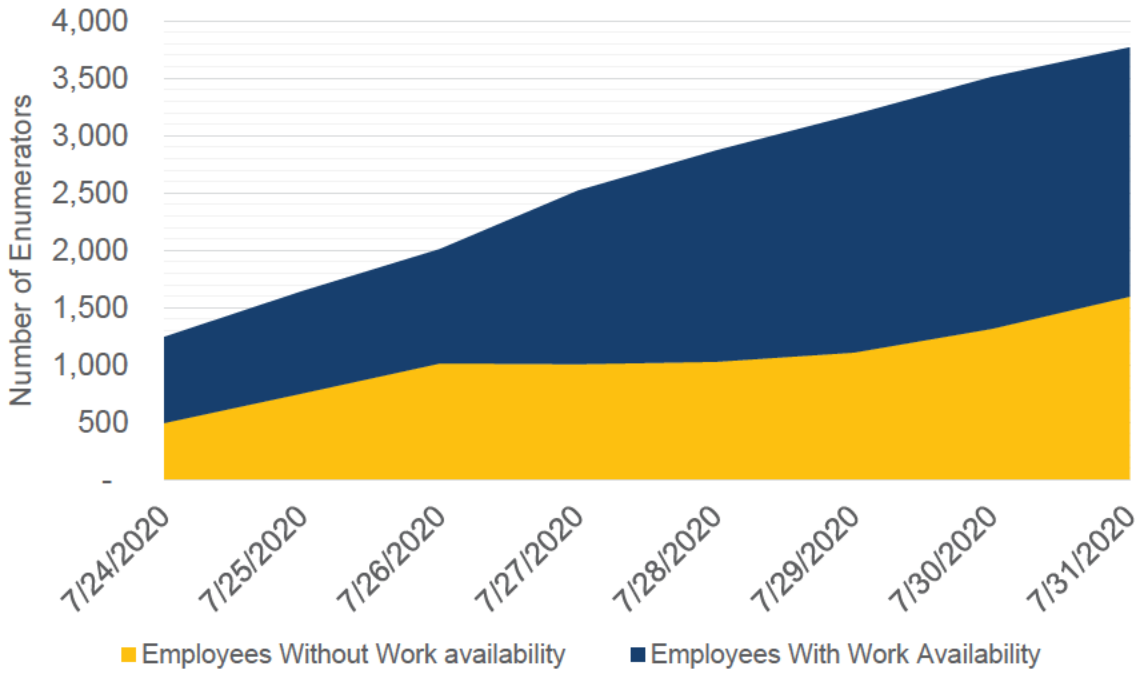
NRFU Progress Management

Enumerator Availability – Soft Launch Cycle 1B*

Data as of: 07/30/2020
Source: MOJO Hermes
*Data are aggregated for ACOs in Cycle 1B of the soft launch.

Active Enumerator and Work Availability



Production Staff Details

Component	Number
Active Employees*	3,771
Employees with Availability	2,173
Employees with an Assignment	2,133

*Active employees includes enumerators that are active in FOCS.

Data source – MOJO Hermes HQ Production Progress Report

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Periodic Performance Management Reports

Enumerator Productivity – Soft Launch Cycle 1B*

Data as of: 07/30/2020
Source: MOJO
*Data are aggregated for ACOs in Cycle 1B of the soft launch.

Status:
On Track

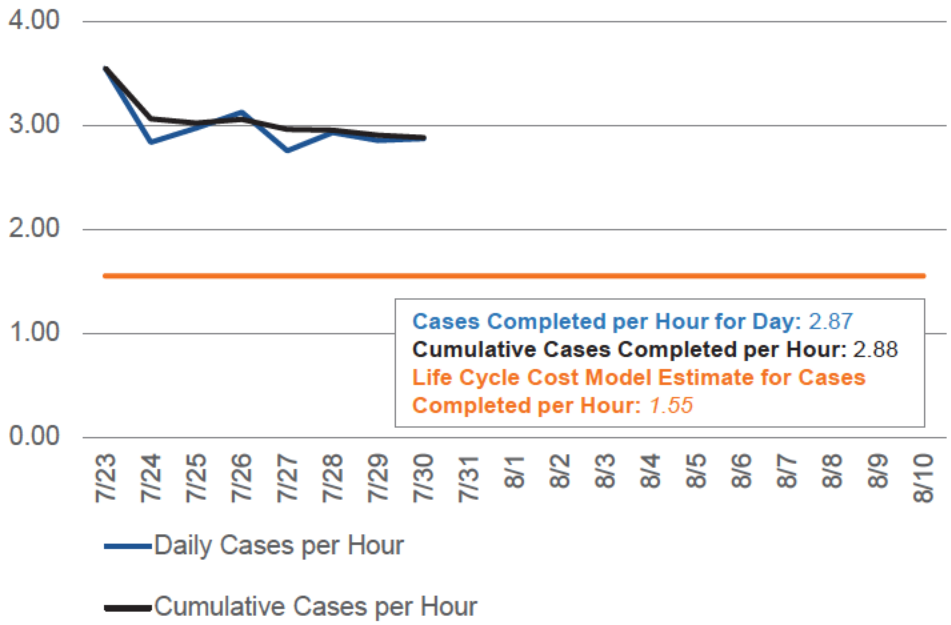
Data current as of:
July 29, 2020

Start Date:
July 16, 2020

Completion Date:
October 31, 2020

Notes:
Cases completed per hour include cases that were resolved by enumeration, ACO staff, administrative records, or self-response.

Productivity (Cases per Hour) for the NRFU Operation by Day



ACO #	ACO Name	Cumulative Cases Completed Per Hour
2262	Hartford, CT	2.99
2390	State College, PA	2.81
2581	Crystal City, VA	2.83
2990	Evansville, IN	3.36
3167	Wichita, KS	2.90
3256	Tacoma, WA	2.49
	Cycle 1B	2.88

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NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 2*

Data as of: Multiple, see footnotes
Source: Multiple, see footnotes
*Data are shown for ACOs in Cycle 2 of the soft launch.

Case Completion by ACO – Top and Bottom 5 ACOs based on %Total Cases Completed

ACO #	ACO Name	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
2567	Skokie, IL	116,404	2,510	2.16%	4.28%	0.65%	0.96%	9,363	8.04%
2560	Chicago Far Southwest, IL	119,238	783	0.66%	4.35%	0.22%	0.34%	6,639	5.57%
2562	Cook County NW, IL	131,406	695	0.53%	4.23%	0.05%	0.66%	7,179	5.46%
2359	Hanover, MD	256,304	2,574	1.00%	3.66%	0.46%	0.32%	13,974	5.45%
2260	Waltham, MA	215,903	1,332	0.62%	3.79%	0.18%	0.73%	11,474	5.31%
2276	Buffalo, NY	191,238	538	0.28%	2.71%	0.06%	0.33%	6,455	3.38%
2572	Lake County, IN	300,968	81	0.03%	3.10%	0.01%	0.22%	10,110	3.36%
2566	Peoria, IL	306,591	184	0.06%	2.92%	0.01%	0.29%	10,057	3.28%
3162	Bismarck, ND	165,575	339	0.20%	2.22%	0.00%	0.80%	5,349	3.23%
3255	Honolulu, HI	261,659	794	0.30%	2.24%	0.00%	0.59%	8,209	3.14%
Total Cycle 2		8,232,883	24,192	0.29%	3.58%	0.07%	0.39%	357,185	4.34%

Data Source: Unified Tracking System - Executive Overview Report. Data as of 11:59PM yesterday.
Includes progress for all case types. Case completion includes cases closed by self-response, field work, or ACO closure. These are cases for which further field contact will not occur.

NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout
Number of CFS Areas	2,030	0	0
Percent	100%	0%	0%

Data Source – MOJO NRFU HQ Production Progress Report. Data as of this morning

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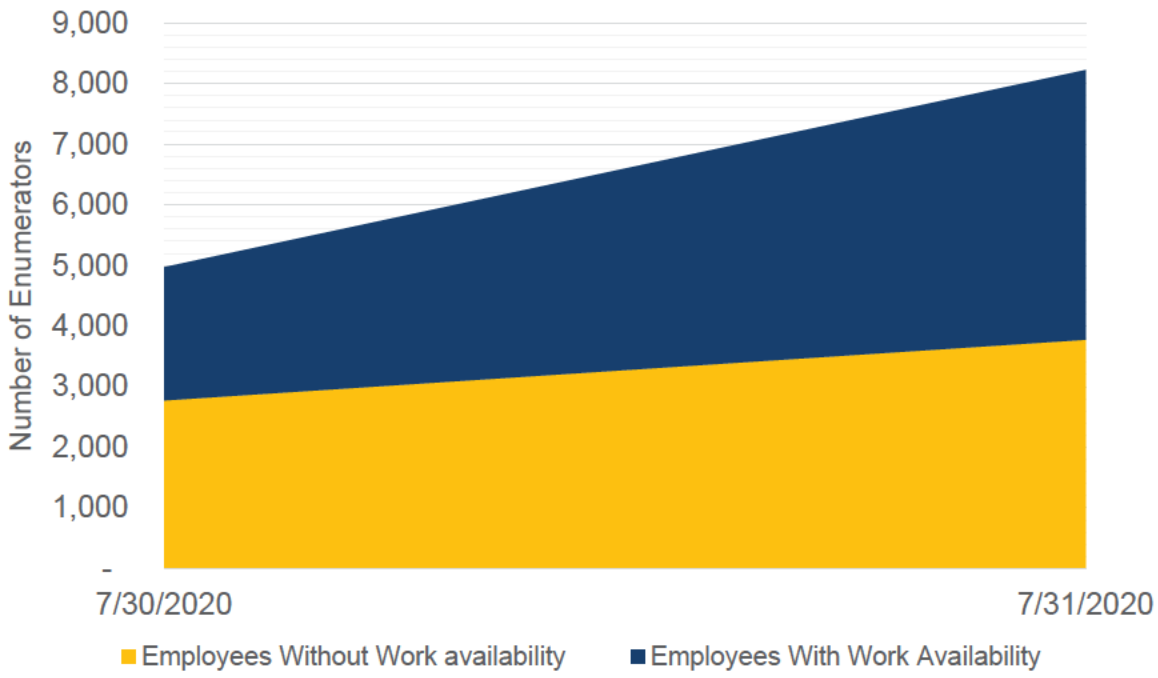
Enumerator Availability – Soft Launch Cycle 2*

Data as of: 07/30/2020
Source: MOJO Hermes
*Data are aggregated for ACOs in Cycle 2 of the soft launch.

Active Enumerator and Work Availability



Production Staff Details

Component	Number
Active Employees*	8,225
Employees with Availability	4,451
Employees with an Assignment[2]	4,363

*Active employees includes enumerators that are active in FOCS.

Data source – MOJO Hermes HQ Production Progress Report

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Hiring Process for Field Staff – Soft Launch Summary

Data as of: 07/30/2020
Source: DAPPS, LMS,
Active In FOCS as of: 7/31/2020
Source: Hermes

NRFU CFS

ACO	Total Goal to Hire	NRFU Goal to Hire	Hired	Started Online Training	Completed Training	Goal to Deploy	Core Number Needed
Cycle 1A	605	466	416	659	584	544	465
Cycle 1B	427	392	399	487	397	384	328
Cycle 2	2,644	2,054	2,275	3,108	2,593	2,380	2,032
Cycle 3	2,832	2,692	2,466	2,801	2,254	2,549	2,178
Full Launch	15,815	14,643	11,357	14,005	11,856	14,281	12,198

NRFU Enumerators

ACO	Total Goal to Hire	NRFU Goal to Hire	Hired	Started Online Training	Completed Training	Goal to Deploy	Active in FOCS	Core Number Needed
Cycle 1A	13,485	11,973	9,518	9,758	6,728	11,966	6,729	9,300
Cycle 1B	9,512	9,158	6,921	6,419	3,771	8,465	3,771	6,560
Cycle 2	60,046	51,473	37,073	37,184	8,144	52,201	8,225	40,640
Cycle 3	63,056	61,642	13,015	6,840	920	56,297	911	43,560
Full Launch	352,318	340,439	18,172	10,479	1,680	313,567	1,680	243,960

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As of: 07/31/2020

2020 NRFU Production System Updates

New incidents

- NC000000750821 - Syncing delay between eBOCAS and dBOCAS

Open Incidents

- INC000000629879 - Workspace One Slowness – Adjustments are being made, monitoring in progress

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Questions?

Thanks!

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Back Up Slides

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